

VICTIM COMPENSATION FUND FREQUENTLY ASKED QUESTIONS

(Updated December 23, 2003)

Section 1 – General Information

1.1 What is the September 11th Victim Compensation Fund?

The September 11th Victim Compensation Fund is part of legislation passed by Congress and signed into law by the President to provide compensation for economic and non-economic loss to individuals or relatives of deceased individuals who were killed or physically injured as a result of the terrorist-related aircraft crashes of September 11, 2001.

The Fund is designed to provide a no-fault alternative to tort litigation for individuals who were physically injured or killed as a result of the aircraft hijackings and crashes on September 11, 2001. Others, who may have suffered losses as a result of those events (e.g., those without identifiable physical injuries but who lost employment), are not included in this special program. Indeed, compensation will be provided only for losses caused on account of personal physical injuries or death, even though the Victims may have suffered other losses, such as property loss.

1.2 Where do I get the *Compensation Form for Deceased Victims* or the *Personal Injury Compensation Form*?

- **By telephone:** You can get a Compensation Form by calling toll free 888-714-3385, TDD 888-560-0844. If you are calling from outside the United States, please call collect at 212-625-1645. Staff are available at this number from 9:00 am to 5:00 pm Eastern Standard Time, Monday through Friday. You will be asked for your name and telephone number, and a Claims Assistance Representative will return your call within 30 minutes.
- **Through the web page:** You can also get a Compensation Form by going to the website: www.usdoj.gov/VictimCompensation

1.3 Do I have to be a U.S. citizen or resident to be eligible?

No.

1.4 Where do I submit my form when I am finished?

Claims should be submitted as follows:

- **By mail to:** Victim Compensation Fund, P.O. Box 18698, Washington, DC 20036-8698
- **By overnight mail to:** Victim Compensation Fund, 1900 K Street, NW, Suite 900, Washington, DC 20006, 202-822-4485.
- **Hand deliver at Claim Assistance Site:** Hours of operation are Monday through Friday from 9:00 a.m. through 5:00 p.m. and Saturday from 10:00 a.m. through 3:00 p.m. Please

call in advance if you would like to deliver your claim on Saturday. (See FAQ 1.2 for a listing of sites opened full-time.)

1.5 Does it cost anything to file a claim?

No.

1.6 How will I know that my claim has been received?

You will be notified by mail.

1.7 Can more than one person file a claim for the same Victim?

No. The statute and regulations provide that only one claimant is eligible to submit a claim. If the Special Master receives more than one claim form for the same Victim, the Special Master will delay processing the claim until the appropriate Personal Representative is determined. See Section 3 below for more information.

1.8 Who is a dependent?

A dependent is any person identified as a dependent on the Victim's 2000 Federal tax return, plus a minor child born or adopted after January 1, 2001 or another person who became a dependent on or after January 1, 2001. Other individuals may be considered dependents if they could have been claimed as dependents on the Victim's 2000 tax return but were not. If the Victim was not required to file a tax return in 2000, then the Special Master will determine dependents based on the same guidelines that would have applied had the Victim been required to file a tax return.

1.9 Will domestic partners of deceased Victims be able to receive a payment?

The distribution of the award will be based on applicable State law. It is possible that in some instances a part of the award will be distributed in accordance with the Victim's will. The Special Master has discretion to direct the distribution of the award if distribution under State law would not appropriately compensate the Victim's spouse, children or other relatives.

1.10 Can I appeal the final decision of the Special Master?

No, the decision of the Special Master is final and is not subject to appeal. The process allows opportunities for you to either request a hearing regarding your claim before your presumed award has been calculated or once your presumed award is calculated to request a review before the Special Master. After either a hearing or a review before the Special Master, the Special Master will make a final determination. This decision is not subject to appeal or judicial review.

1.11 What is the last day to file a claim?

You must mail your claim so it is postmarked on or before December 22, 2003.

1.12 How do I find out who has submitted a claim on behalf of a Victim?

The list of claimants and Victims for whom a claim has been filed is available on the web site at www.usdoj.gov/Victimcompensation. You can also call the Helpline at 1-888-714-3385.

1.13 My business was impacted by the events of September 11, can I get money from this fund?

No. The statute does not cover individuals who lost their businesses. The fund only applies to those who were physically injured or killed as result of the terrorist-related air crashes on September 11th. Those without identifiable physical injuries are not eligible for the program.

1.14 Can I have someone else talk to the Special Master's office about my claim?

Yes. If you submitted the document entitled Eligibility Form and Application for Advance Benefits, and you received a claim number before March 13, 2002, you must send a letter to the Special Master stating that you give your permission to have the Special Master's office discuss your claim with someone else. Also in the letter, please provide your claim number along with the person's name, address, and telephone number.

For current claims please provide this information in Part I.d of the Compensation Form for Deceased Victims, or in Part I.e of the Personal Injury Compensation Form.

1.15 I have heard that PricewaterhouseCoopers, LLP/IBM are working for the Victim Compensation Fund. What do PricewaterhouseCoopers, LLP/IBM do?

PricewaterhouseCoopers, LLP ("PwC")/IBM was selected by the U.S. Department of Justice and the Special Master of the Victim Compensation Fund to provide Claims Administration Services. Its selection was based on the evaluation of multiple offers in a competitive procurement. Specifically, PwC/IBM has been engaged to support the Special Master in executing his responsibilities under the Victim Compensation Fund Statute. These responsibilities include provision of claims assistance services in multiple Claims Assistance Sites, operation of a toll-free call center, operation of a claims-processing center for the intake and initial review of claims, creation of an information system to facilitate claims processing, and provision of hearing support to the Special Master.

1.16 What is Domicile?

A "domicile" is a permanent home. Although a person may have more than one residence, he or she may only have one domicile at any time. While residence means living in a particular locality, domicile means living in that locality with intent to make it a fixed and permanent home. Proof that someone intends to remain indefinitely in a particular location may include: voting registration, place of employment, current residence, location of real and personal property, location of the spouse and family, driver's license, automobile registration, location of bank accounts, payment of taxes and the tax return address. For example, if a victim entered the

Navy and left New York temporarily to live in a home in Ohio during the course of service, but he or she always intended to return to New York after the service, the domicile would be New York. A victim from England, who maintained a permanent address in England, but resided in New York on an extended business trip, would be a domiciliary of England.

1.17 Once the award amount and final distribution plan are finalized, will each beneficiary receive notification from the Fund on what amount s/he will receive?

Yes. After the Special Master approves the final distribution plan, he will notify beneficiaries of the amount of the award to be sent to them according to the plan.

1.18 Why are Claimant and Victim names published on the DOJ website?

As provided in Sec. 104.21(b)(6) of the regulations, the Special Master may publish a list of individuals who have filed with the September 11th Victim Compensation Fund and the names of the victims for whom compensation is sought, but shall not publish the content of any such form.

The Special Master has determined that this list should be on the Department of Justice's Victim Compensation Fund web site, www.usdoj.gov/victimcompensation. The purpose of this list of claimants and Victims is to notify all potential beneficiaries that a claim is being filed on behalf of a September 11 th Victim, and to help ensure that they do not object to the submission of a claim. It also helps to ensure that the appropriate person, the Personal Representative, submits the claim. In addition, when a claimant submits a claim, the waiver of rights she or he signs could apply to the rights of other individuals to file a civil action (or be a party to an action) in any Federal or State court for damages sustained as a result of the terrorist related aircraft crashes of September 11, 2001. This waiver does not apply to a civil action to recover collateral obligations or to a civil action against any person who is a knowing participant in any conspiracy to hijack any aircraft or commit any terrorist action.

1.19 Can the claimant and victim names be removed from the Department of Justice's September 11th Victim Compensation Fund web site?

The Special Master requires that the names of claimants and victims be posted on the September 11th Victim Compensation Fund web site to help ensure that all potential beneficiaries are notified that a claim is being submitted. Names will be removed from the website 90 days after the submission of the Compensation Form for Deceased Victims or the Personal Injury Compensation Form.

1.20 Will there be a Town Hall Meeting with the Special Master in my area?

The Special Master will be holding informational town hall meetings to assist families of victims of September 11 in New Jersey, New York, Pennsylvania, Massachusetts, Virginia, California, and Connecticut during September and October 2003. Meeting locations, dates, and times are listed below:

- **New Jersey**

- **Jersey City** – Tuesday, September 9 from 3:30 p.m. through 5:00 p.m.

Hyatt Regency on the Hudson
Exchange Place

- **South Iselin** – Tuesday, September 9 from 6:00 p.m. through 7:30 p.m.

Sheraton at Woodbridge Place Hotel
515 Route One

- **New York**

- **New York** – Friday, September 12 from 6:00 p.m. through 7:30 p.m.

Hilton New York
1335 Avenue of the Americas

- **Melville** – Monday, September 15 from 6:00 p.m. through 7:30 p.m.

Hilton Huntington
598 Broad Hollow Road

- **Staten Island** – Tuesday, September 16 from 6:00 p.m. through 7:30 p.m.

Hilton Garden Inn
1100 South Avenue

- **Pennsylvania**

- **Philadelphia** – Thursday, September 18 from 2:00 p.m. through 3:30 p.m.

Sheraton at University City
36th and Chestnut

- **Massachusetts**

- **Boston** – Monday, September 22 from 12:30 p.m. through 2:00 p.m.

The Tremont
275 Tremont Street

- **Virginia**

- **Arlington** – Tuesday, September 23 from 5:00 p.m. through 8:00 p.m.

Hyatt Arlington – Key Bridge
1325 Wilson Boulevard

- **California**

- **San Francisco** – Monday, September 29 from 6:00 p.m. from 7:30 p.m.

Palace Hotel
2 Montgomery Street

- **Los Angeles** – Tuesday, September 30 from 9:30 a.m. – 11:00 a.m.

Hyatt Regency Los Angeles
711 South Hope Street

- **Connecticut**

- **Norwalk** – Saturday, October 4 from 1:30 p.m. through 3:00 p.m.

Norwalk City Hall
125 East Avenue

The purpose of the meetings will be for families of victims to meet with the Special Master as he updates families on award payment statistics. This forum will also give families and victims an opportunity to ask questions regarding the September 11th Victim Compensation Fund. In addition, he will encourage the families of victims to schedule an individual appointment with a representative of the Victim Compensation Fund to answer specific questions and help make the process of filing a claim as convenient as possible.